

# SUCCESS STORY

United Support Solutions Inc.  
New Jersey Manufacturing Extension Program

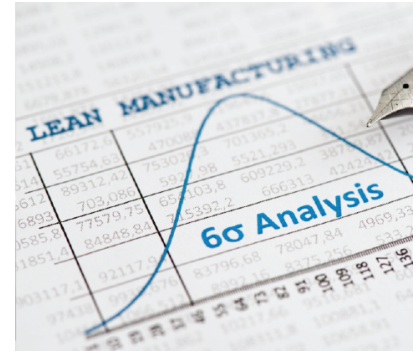
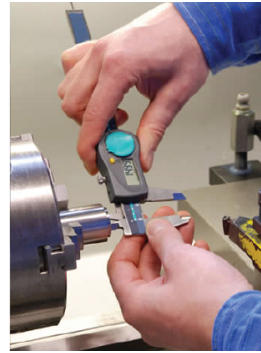
*“Implementing Lean Manufacturing with NJMEP helped us become more efficient. We are now able to focus on continuous improvement. The grant they helped us secure made the training possible. USS [also] partnered with NJMEP to participate in MFG Day and were very pleased with the event.” Joseph J Ostering, President*

## Lean Produces Positive Changes for Defense Contractor

**ABOUT.** United Support Solutions (USS) began as a small silk-screening business operated by Joseph Ostering Senior and Joseph Ostering Junior in the household garage in 1980. USS grew and moved into an industrial building and was joined by Joe Jr's twin brother John and a small staff. With an expertise in silk-screening, USS launched complementary finishing services to include chemical conversion coating, plating, painting, and powder coating. Soon the company expanded into fabrication, machining, and assembly, becoming the ultimate one-stop manufacturing facility. USS customer accounts include commercial and medical industries, as well as the military. USS is still a family run business, operates two manufacturing facilities in New Jersey, and employs 95 people.

**THE CHALLENGE.** USS wanted to upgrade the skills of its workforce to improve quality, cost and delivery by developing their Lean knowledge and skills. Cross training their workers in these skills would allow to them to handle multiple job assignments thus providing the company with a more flexible and productive workforce.

**MEP'S ROLE.** During a call from NJMEP, Joseph Ostering Jr. scheduled an appointment to discuss his situation and objective to transform the organization to a full lean enterprise. Based on an assessment and the training needs, NJMEP advised USS that they were an excellent candidate for a New Jersey Department of Labor Customized Training Grant. With NJMEP's assistance, USS applied for and received the funding. Over the course of the grant year, 31 training sessions took place and 57 members of the USS team were trained in Lean. Courses included: Introduction to Lean Manufacturing; Value Stream Mapping; Implementing 5s For Workplace Organizations; Using Standard Work Methods; Implementing Quick Change Over Application in The Manufacturing Process; and Financial Benefits Of Lean Manufacturing. The company was able to use future state maps as a blueprint for its improvement plan, assigned multifunctional teams to 5S and improvement plans, and used kanban systems to reduce inventory and floor space.



## RESULTS



Retained **20** jobs



**\$130,000** in cost savings



**\$120,000** invested in new products/processes

## NEXT STEPS



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